

In-Home Supportive Services

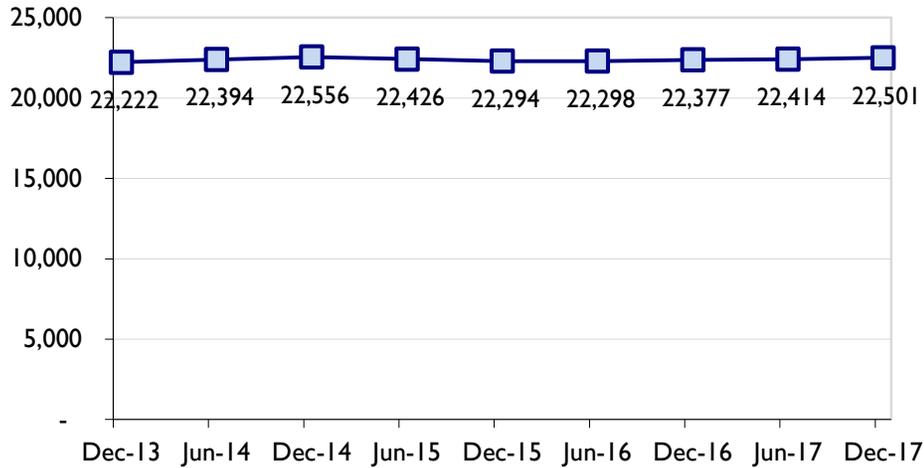
Six-Month Update

July – December 2017

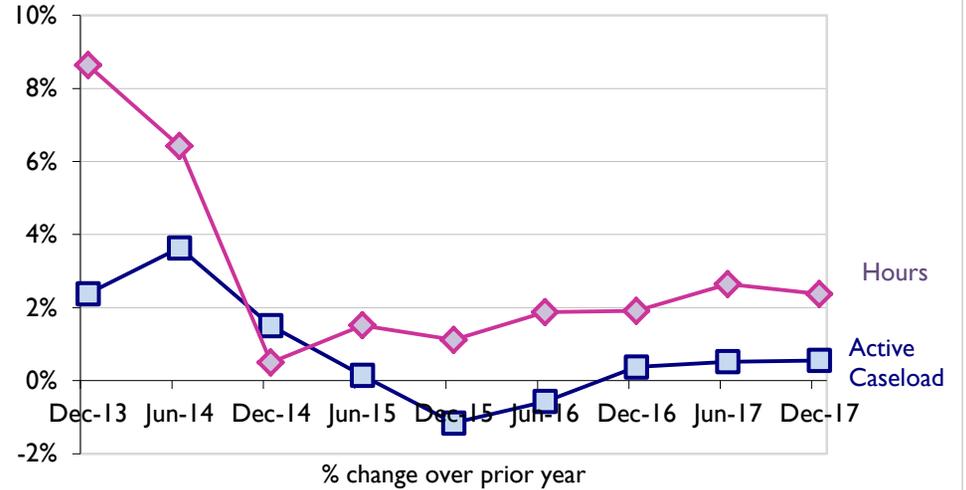
Produced by the San Francisco Human Services Agency Planning Unit

In Home Supportive Services Six-Month Update

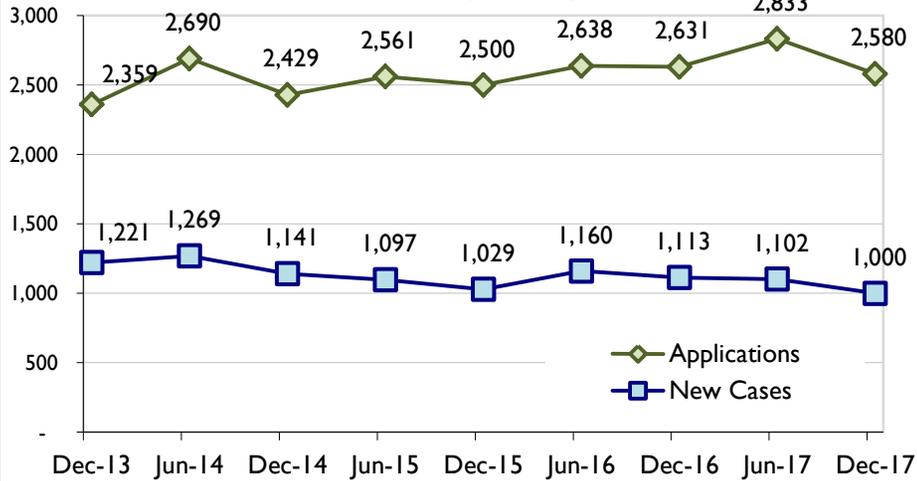
Active Caseload Remains Stable



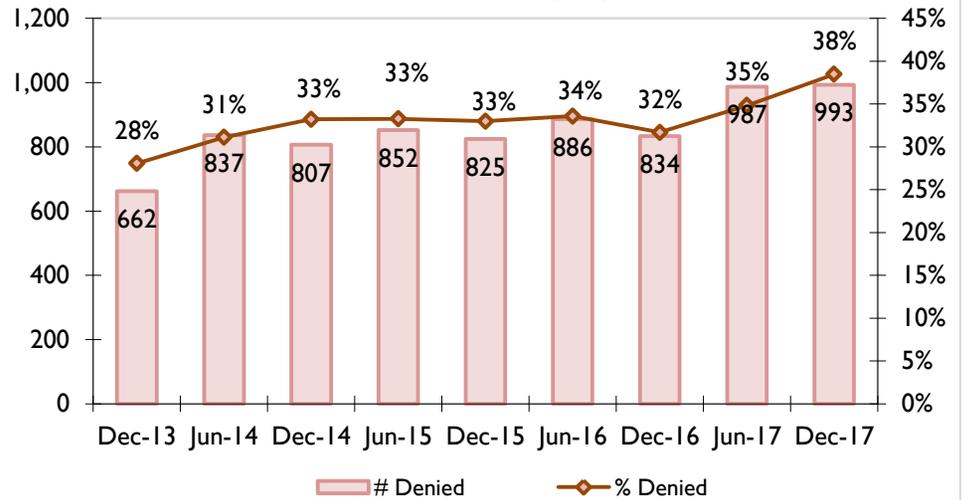
Change in Active Caseload & Total Hours Over Prior Year: Total Weekly Hours and Caseload Growing Slightly



Number of New Applications and New Cases Relatively Steady

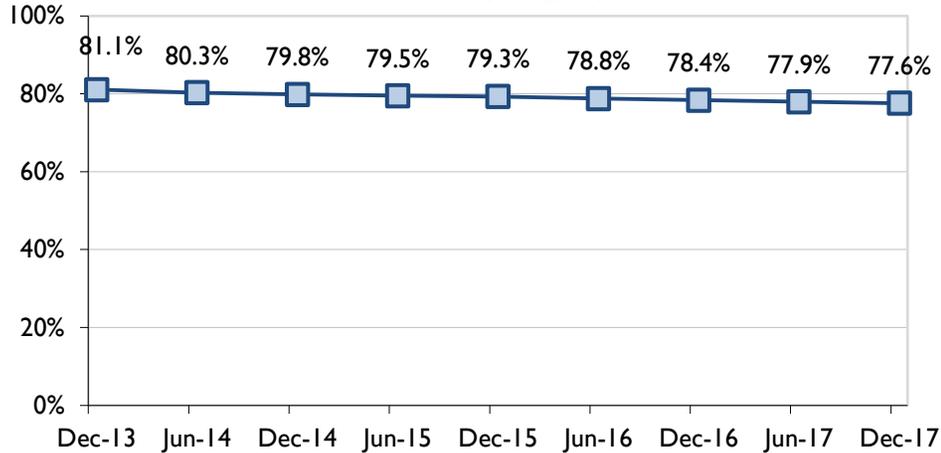


Percentage of Applicants Found Ineligible Continues to Increase Slightly

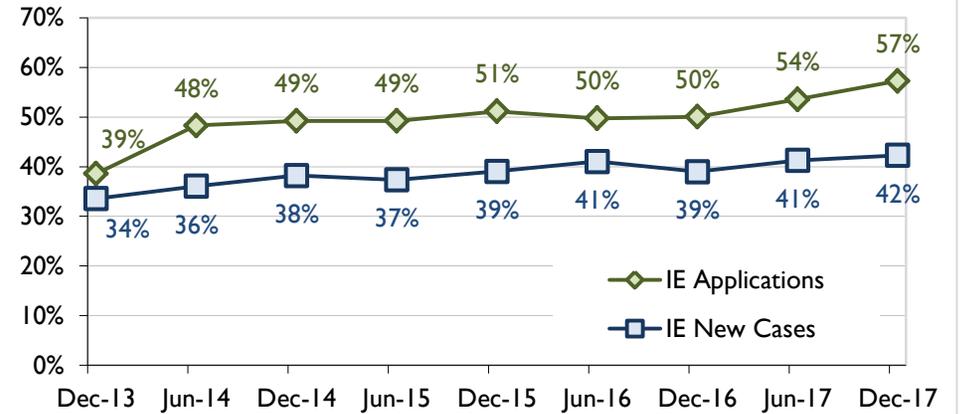


In Home Supportive Services Six-Month Update

Percent of Active Caseload on SSI Continues to Decrease Very Slightly

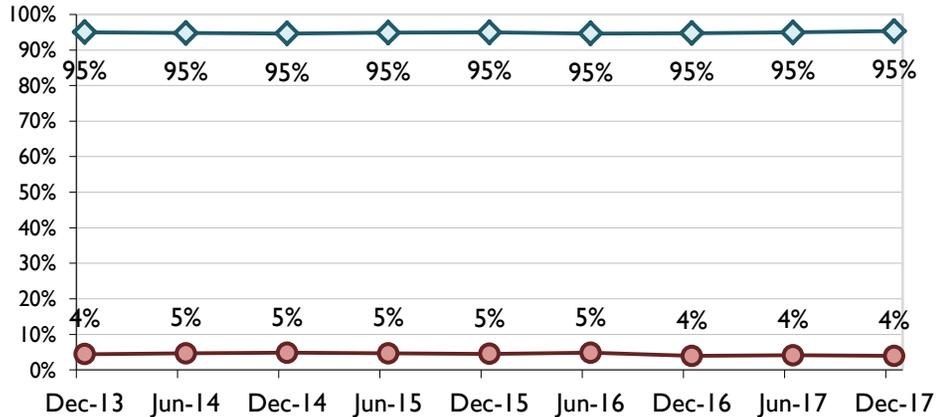


% of Applications and New Cases that were Income Eligible Continues to Increase Slightly



Income Eligible Applicants are those who do not receive SSI.

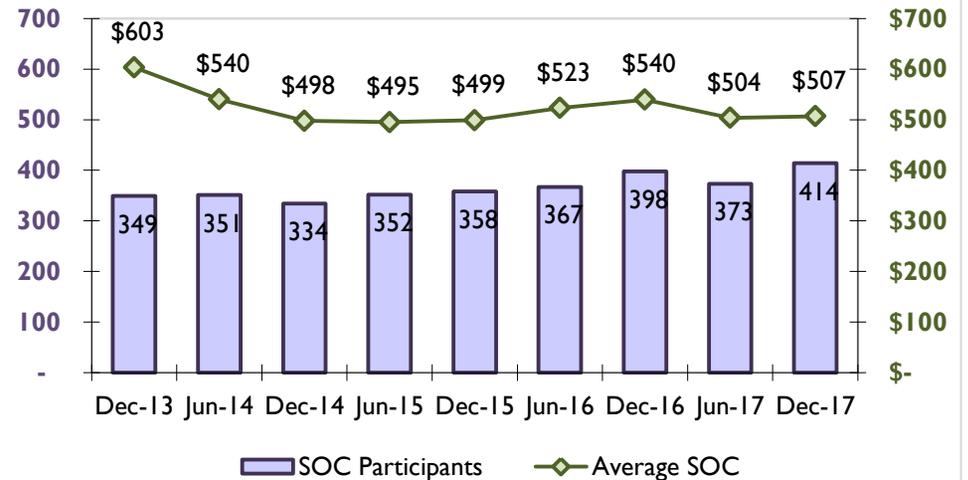
IP Mode and Contract Mode Remain Steady



Mixed mode percentage not shown because percentage is so small.

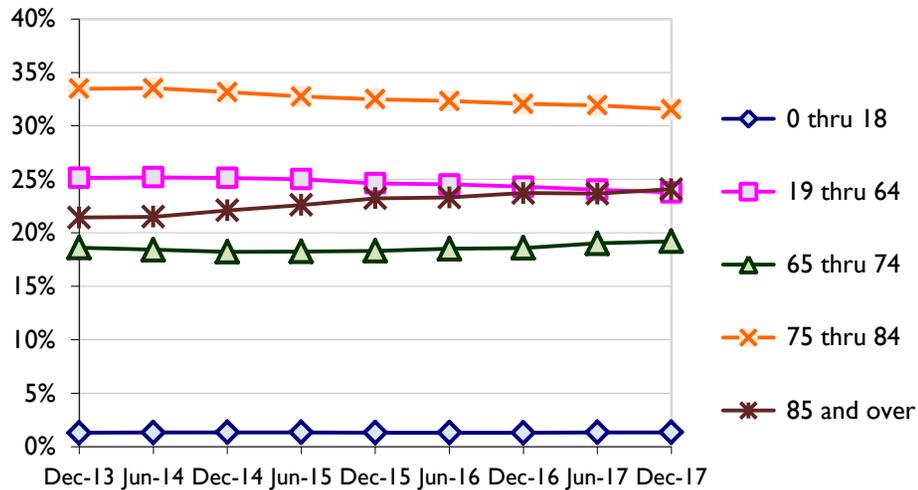
◆ Independent Provider ● Contract

Number of Share of Cost Participants and Average Monthly Share of Cost Relatively Steady

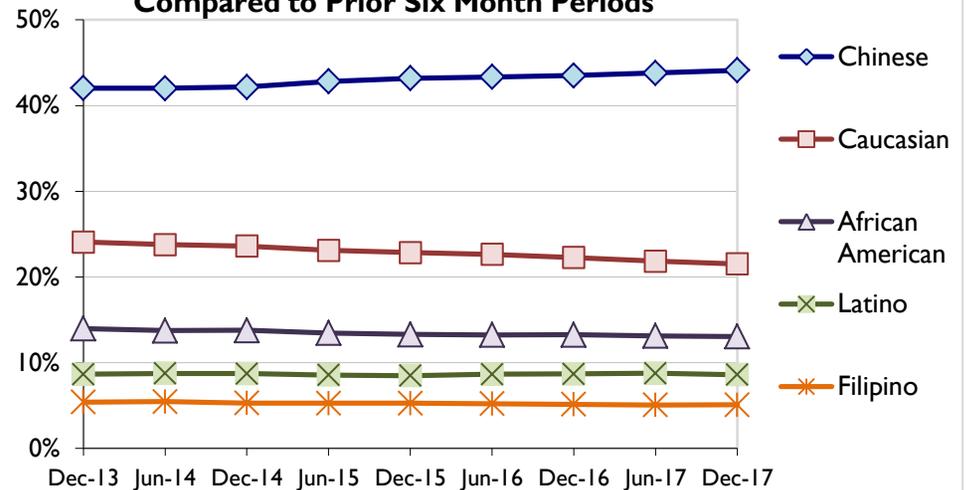


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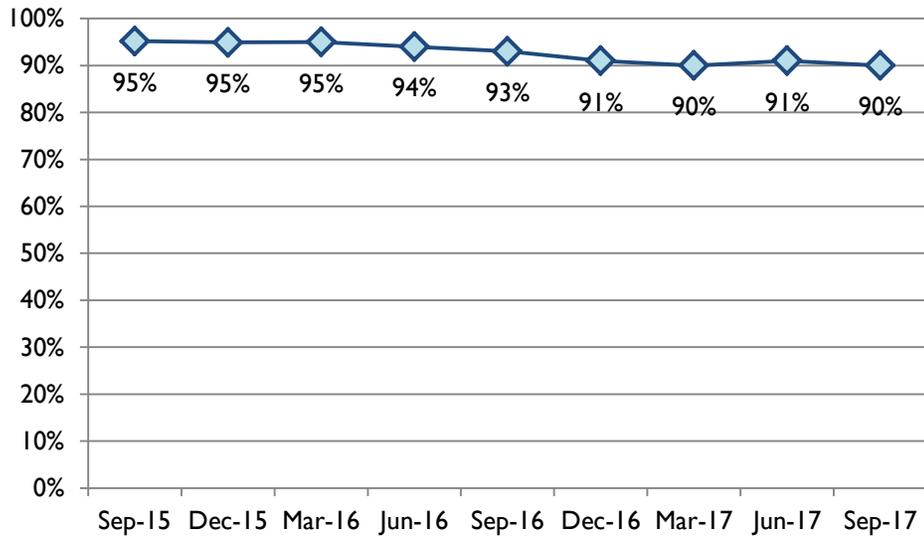
Age Distribution Remains Mostly Stable



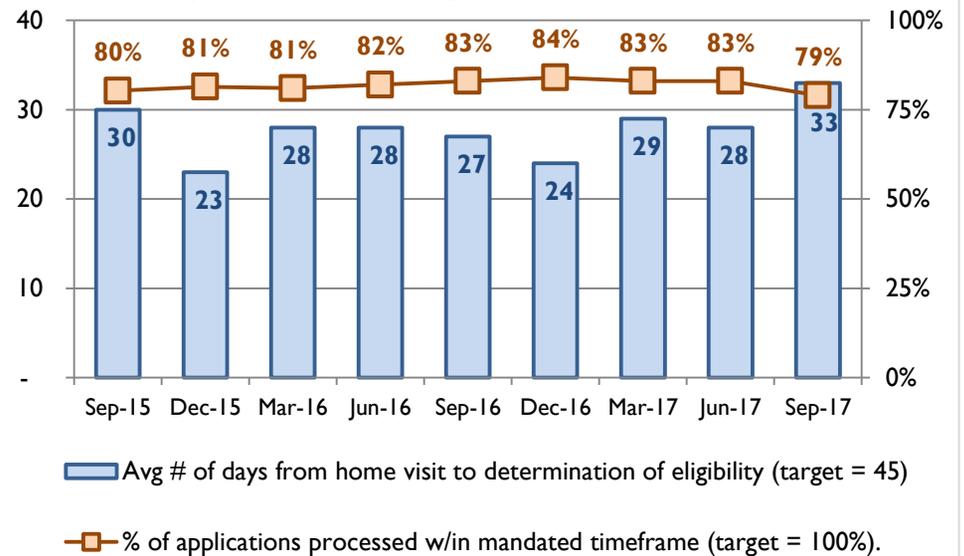
Caseload Ethnicity Profile Remains Fairly Stable Compared to Prior Six Month Periods



Percentage of Assessments Completed On Time Remains Steady



Application Processing Performance Decreased



In Home Supportive Services Six-Month Update

Active Caseload*	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	#	%	#	%	#	%	#	%	#	%	#	%
Active Cases	22,426		22,294		22,298		22,377		22,414		22,501	
Change from Previous 6 Months	(130)	-0.6%	(132)	-0.6%	4	0.0%	79	0.4%	37	0.2%	87	0.4%
Change from Previous Year	32	0.1%	(262)	-1.2%	(128)	-0.6%	83	0.4%	116	0.5%	124	0.6%
Change from 2 Years	818	3.8%	72	0.3%	(96)	-0.4%	(179)	-0.8%	(12)	-0.1%	207	0.9%
Change from 3 Years	835	3.9%	589	2.7%	690	3.2%	155	0.7%	20	0.1%	(55)	-0.2%
Gender												
Male	8,579	38.3%	8,524	38.2%	8,627	38.7%	8,683	38.8%	8,672	38.7%	8,692	38.6%
Female	13,847	61.7%	13,770	61.8%	13,671	61.3%	13,694	61.2%	13,742	61.3%	13,809	61.4%
Delivery Mode												
Independent Provider	21,276	94.9%	21,171	95.0%	21,104	94.6%	21,202	94.7%	21,287	95.0%	21,445	95.3%
Contract	1,043	4.7%	1,012	4.5%	1,081	4.8%	881	3.9%	924	4.1%	883	3.9%
Mixed	107	0.5%	111	0.5%	113	0.5%	294	1.3%	203	0.9%	173	0.8%
Age (in years)												
0 thru 18	303	1.4%	294	1.3%	296	1.3%	294	1.3%	302	1.3%	305	1.4%
19 thru 64	5,611	25.0%	5,491	24.6%	5,468	24.5%	5,442	24.3%	5,389	24.0%	5,351	23.8%
65 thru 74	4,096	18.3%	4,084	18.3%	4,128	18.5%	4,160	18.6%	4,263	19.0%	4,324	19.2%
75 thru 84	7,344	32.7%	7,244	32.5%	7,210	32.3%	7,173	32.1%	7,155	31.9%	7,101	31.6%
85 and over	5,072	22.6%	5,181	23.2%	5,196	23.3%	5,308	23.7%	5,305	23.7%	5,420	24.1%
Average	73		73		73		72		72		73	
Median	77		77		77		77		77		77	
Lives Alone	8,915	39.8%	8,868	39.8%	8,978	40.3%	9,023	40.3%	9,046	40.4%	9,061	40.3%
SSI Status												
SSI	17,833	79.5%	17,681	79.3%	17,560	78.8%	17,533	78.4%	17,471	77.9%	17,459	77.6%
Non-SSI	4,593	20.5%	4,613	20.7%	4,738	21.2%	4,844	21.6%	4,943	22.1%	5,042	22.4%
Share of Cost												
Number of Individuals	352	1.6%	358	1.6%	367	1.6%	398	1.8%	373	1.7%	414	1.8%
Mean Share of Cost/Individual	\$ 495		\$ 499		\$ 523		\$ 540		\$ 504		\$ 507	
Median Share of Cost/Individual	\$ 621		\$ 628		\$ 640		\$ 649		\$ 399		\$ 196	

*Active Caseload is based on a snapshot of the IHSS caseload at the end of the final month of the six-month period.

In Home Supportive Services Six-Month Update

Active Caseload	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	#	%	#	%	#	%	#	%	#	%	#	%
Ethnicity												
Chinese	9,603	42.8%	9,626	43.2%	9,662	43.3%	9,734	43.5%	9,817	43.8%	9,926	44.1%
Caucasian	5,183	23.1%	5,093	22.8%	5,048	22.6%	4,981	22.3%	4,897	21.8%	4,844	21.5%
African American	3,020	13.5%	2,966	13.3%	2,954	13.2%	2,967	13.3%	2,941	13.1%	2,937	13.1%
Latino	1,920	8.6%	1,891	8.5%	1,927	8.6%	1,943	8.7%	1,966	8.8%	1,934	8.6%
Filipino	1,181	5.3%	1,175	5.3%	1,162	5.2%	1,151	5.1%	1,134	5.1%	1,142	5.1%
Vietnamese	464	2.1%	462	2.1%	462	2.1%	478	2.1%	501	2.2%	526	2.3%
Korean	266	1.2%	261	1.2%	250	1.1%	245	1.1%	251	1.1%	260	1.2%
Cambodian	52	0.2%	53	0.2%	51	0.2%	47	0.2%	50	0.2%	50	0.2%
Other/Unknown	737	3.3%	767	3.4%	782	3.5%	831	3.7%	857	3.8%	882	3.9%
Primary Language												
English	6,379	28.4%	6,289	28.2%	6,310	28.3%	6,334	28.3%	6,264	27.9%	6,256	27.8%
Cantonese	8,445	37.7%	8,486	38.1%	8,505	38.1%	8,577	38.3%	8,680	38.7%	8,771	39.0%
Russian	3,006	13.4%	2,960	13.3%	2,902	13.0%	2,847	12.7%	2,818	12.6%	2,805	12.5%
Spanish	1,520	6.8%	1,492	6.7%	1,520	6.8%	1,520	6.8%	1,547	6.9%	1,516	6.7%
Mandarin	835	3.7%	820	3.7%	834	3.7%	841	3.8%	832	3.7%	843	3.7%
Tagalog	923	4.1%	919	4.1%	908	4.1%	902	4.0%	886	4.0%	897	4.0%
Vietnamese	419	1.9%	428	1.9%	430	1.9%	448	2.0%	467	2.1%	486	2.2%
All Other	899	4.0%	900	4.0%	889	4.0%	908	4.1%	920	4.1%	927	4.1%
Zip Code/Neighborhood												
94102 Hayes Valley/Tenderloin/N. of Market	2,297	10.2%	2,279	10.2%	2,281	10.2%	2,272	10.2%	2,274	10.1%	2,260	10.0%
94103 South of Market	1,865	8.3%	1,839	8.2%	1,862	8.4%	1,864	8.3%	1,873	8.4%	1,883	8.4%
94107 Potrero Hill	692	3.1%	698	3.1%	701	3.1%	696	3.1%	704	3.1%	713	3.2%
94108 Chinatown	882	3.9%	901	4.0%	900	4.0%	910	4.1%	920	4.1%	884	3.9%
94109 Polk/Russian Hill	1,687	7.5%	1,688	7.6%	1,691	7.6%	1,687	7.5%	1,681	7.5%	1,669	7.4%
94110 Inner Mission/Bernal Heights	1,322	5.9%	1,314	5.9%	1,302	5.8%	1,307	5.8%	1,315	5.9%	1,282	5.7%
94112 Ingleside/Excelsior/Outer Mission	1,855	8.3%	1,867	8.4%	1,872	8.4%	1,926	8.6%	1,932	8.6%	1,987	8.8%
94115 Western Addition/Japantown	1,596	7.1%	1,551	7.0%	1,533	6.9%	1,516	6.8%	1,527	6.8%	1,525	6.8%
94116 Parkside	834	3.7%	819	3.7%	817	3.7%	833	3.7%	824	3.7%	839	3.7%
94118 Inner Richmond	708	3.2%	693	3.1%	685	3.1%	695	3.1%	698	3.1%	696	3.1%
94121 Outer Richmond	1,076	4.8%	1,042	4.7%	1,050	4.7%	1,040	4.6%	1,056	4.7%	1,050	4.7%
94122 Sunset	995	4.4%	977	4.4%	988	4.4%	1,004	4.5%	995	4.4%	1,009	4.5%
94124 Bayview/Hunters Point	1,507	6.7%	1,523	6.8%	1,537	6.9%	1,558	7.0%	1,567	7.0%	1,587	7.1%
94132 Lake Merced/Stonestown	578	2.6%	573	2.6%	546	2.4%	557	2.5%	562	2.5%	584	2.6%
94133 North Beach/Chinatown	1,588	7.1%	1,570	7.0%	1,555	7.0%	1,490	6.7%	1,463	6.5%	1,479	6.6%
94134 Visitacion Valley/Sunnydale	1,426	6.4%	1,449	6.5%	1,446	6.5%	1,484	6.6%	1,479	6.6%	1,476	6.6%
Others	1,518	6.8%	1,511	6.8%	1,532	6.9%	1,538	6.9%	1,544	6.9%	1,578	7.0%

New Applications**	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	#	%	#	%	#	%	#	%	#	%	#	%
Total New Applications	2,561		2,500		2,638		2,631		2,833		2,580	
Change from previous six months	132	5.4%	(61)	-2.4%	138	5.5%	(7)	-0.3%	202	7.7%	(253)	-8.9%
Change from previous year	(129)	-4.8%	71	2.9%	77	3.0%	131	5.2%	195	7.4%	(51)	-1.9%
Application Status												
Record	616	24.1%	693	27.7%	622	23.6%	735	27.9%	781	27.6%	670	26.0%
Eligible	950	37.1%	858	34.3%	997	37.8%	918	34.9%	941	33.2%	822	31.9%
Interim	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Leave	12	0.5%	12	0.5%	13	0.5%	13	0.5%	12	0.4%	12	0.5%
Terminated	131	5.1%	112	4.5%	120	4.5%	131	5.0%	112	4.0%	140	5.4%
Denied (reasons below):	852	33.3%	825	33.0%	886	33.6%	834	31.7%	987	34.8%	993	38.5%
<i>Recipient request</i>	294	34.5%	262	31.8%	259	29.2%	240	28.8%	326	33.0%	313	31.5%
<i>No assessed need</i>	105	12.3%	181	21.9%	133	15.0%	162	19.4%	183	18.5%	187	18.8%
<i>Residence</i>	55	6.5%	77	9.3%	95	10.7%	76	9.1%	92	9.3%	53	5.3%
<i>Health care certification missing</i>	48	5.6%	70	8.5%	61	6.9%	46	5.5%	69	7.0%	73	7.4%
<i>Other missing documentation</i>	123	14.4%	186	22.5%	272	30.7%	255	30.6%	266	27.0%	310	31.2%
<i>Alternative Resources, Voluntary Services, Refused Services</i>	31	3.6%	26	3.2%	41	4.6%	32	3.8%	34	3.4%	39	3.9%
<i>Residency status</i>	0	0.0%	4	0.5%	1	0.1%	1	0.1%	1	0.1%	3	0.3%
<i>SSI/P Personal and Real Property</i>	2	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<i>Other</i>	17	2.0%	19	2.3%	24	2.7%	22	2.6%	14	1.4%	15	1.5%
SSI Status**												
SSI	1,300	50.8%	1,221	48.8%	1,326	50.3%	1,314	49.9%	1,316	46.5%	1,159	44.9%
Non-SSI	1,261	49.2%	1,279	51.2%	1,312	49.7%	1,317	50.1%	1,517	53.5%	1,478	57.3%
Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Zip Code/Neighborhood												
94102 Hayes Valley/Tenderloin/N. of Market	334	13.0%	324	13.0%	390	14.8%	356	13.5%	380	13.4%	369	14.3%
94103 South of Market	249	9.7%	256	10.2%	295	11.2%	304	11.6%	326	11.5%	255	9.9%
94107 Potrero Hill	62	2.4%	71	2.8%	63	2.4%	61	2.3%	83	2.9%	69	2.7%
94108 Chinatown	78	3.0%	93	3.7%	74	2.8%	82	3.1%	74	2.6%	71	2.8%
94109 Polk/Russian Hill	208	8.1%	219	8.8%	250	9.5%	236	9.0%	249	8.8%	222	8.6%
94110 Inner Mission/Bernal Heights	171	6.7%	195	7.8%	148	5.6%	151	5.7%	179	6.3%	178	6.9%
94112 Ingleside/Excelsior/Outer Mission	278	10.9%	240	9.6%	254	9.6%	245	9.3%	288	10.2%	249	9.7%
94115 Western Addition/Japantown	95	3.7%	113	4.5%	109	4.1%	116	4.4%	141	5.0%	118	4.6%
94116 Parkside	89	3.5%	78	3.1%	65	2.5%	82	3.1%	85	3.0%	77	3.0%
94117 Haight-Ashbury	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
94118 Inner Richmond	58	2.3%	47	1.9%	59	2.2%	65	2.5%	58	2.0%	75	2.9%
94121 Outer Richmond	61	2.4%	55	2.2%	79	3.0%	76	2.9%	90	3.2%	78	3.0%
94122 Sunset	91	3.6%	81	3.2%	95	3.6%	95	3.6%	86	3.0%	92	3.6%
94124 Bayview/Hunters Point	234	9.1%	207	8.3%	211	8.0%	218	8.3%	229	8.1%	203	7.9%
94132 Lake Merced/Stonestown	44	1.7%	47	1.9%	40	1.5%	56	2.1%	53	1.9%	83	3.2%
94133 North Beach/Chinatown	130	5.1%	99	4.0%	135	5.1%	101	3.8%	112	4.0%	89	3.4%
94134 Visitacion Valley/Sunnydale	159	6.2%	181	7.2%	163	6.2%	171	6.5%	176	6.2%	167	6.5%
Others	220	8.6%	194	7.8%	208	7.9%	216	8.2%	224	7.9%	242	9.4%

** New Applications include all applications with an application date during the six-month period (e.g., January 1 - June 30). SSI Status analysis added from March 2006 forward.

In Home Supportive Services Six-Month Update

New Cases***	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	#	%	#	%	#	%	#	%	#	%	#	%
Total New Cases	1,097		1,029		1,160		1,113		1,102		1,000	
Gender												
Male	501	45.7%	474	46.1%	586	50.5%	556	50.0%	515	46.7%	466	46.6%
Female	596	54.3%	555	53.9%	574	49.5%	557	50.0%	587	53.3%	534	53.4%
Delivery mode												
Independent Provider	994	90.6%	930	90.4%	985	84.9%	979	88.0%	998	90.6%	927	92.7%
Contract	101	9.2%	96	9.3%	172	14.8%	134	12.0%	103	9.3%	72	7.2%
Mixed	2	0.2%	3	0.3%	3	0.3%	0	0.0%	1	0.1%	1	0.1%
Age (in years)												
0 thru 18	13	1.2%	11	1.1%	18	1.6%	17	1.5%	19	1.7%	17	1.7%
19 thru 64	363	33.1%	373	36.2%	417	35.9%	406	36.5%	374	33.9%	316	31.6%
65 thru 74	238	21.7%	297	28.9%	323	27.8%	299	26.9%	303	27.5%	298	29.8%
75 thru 84	246	22.4%	257	25.0%	291	25.1%	292	26.2%	298	27.0%	272	27.2%
85 and over	91	8.3%	91	8.8%	113	9.7%	99	8.9%	108	9.8%	97	9.7%
Average	67		67		68		67		68		67	
Median	69		69		69		69		69		70	
Lives Alone***	415	37.8%	364	35.4%	469	40.4%	439	39.4%	395	35.8%	361	36.1%
SSI Status												
SSI	687	62.6%	627	60.9%	684	59.0%	679	61.0%	647	58.7%	557	55.7%
Non-SSI	410	37.4%	402	39.1%	476	41.0%	434	39.0%	455	41.3%	423	42.3%
Share of Cost												
Number of Individuals	23	2.1%	24	2.3%	44	3.8%	36	3.2%	28	2.5%	27	2.7%
Mean Share of Cost/Individual	\$ 294		\$ 538		\$ 556		\$ 456		\$ 509		\$ 632	
Median Share of Cost/Individual	\$ 20		\$ 646		\$ 641		\$ 51		\$ 610		\$ 671	
Ethnicity												
Chinese	475	43.3%	444	43.1%	458	39.5%	403	36.2%	449	40.7%	429	42.9%
Caucasian	167	15.2%	179	17.4%	249	21.5%	227	20.4%	201	18.2%	166	16.6%
African American	179	16.3%	137	13.3%	193	16.6%	193	17.3%	147	13.3%	138	13.8%
Latin American/Hispanic	99	9.0%	104	10.1%	113	9.7%	106	9.5%	108	9.8%	84	8.4%
Filipino	50	4.6%	61	5.9%	54	4.7%	51	4.6%	60	5.4%	57	5.7%
Korean	21	1.9%	29	2.8%	11	0.9%	11	1.0%	18	1.6%	21	2.1%
Vietnamese	11	1.0%	6	0.6%	26	2.2%	36	3.2%	39	3.5%	30	3.0%
Cambodian	6	0.5%	3	0.3%	0	0.0%	0	0.0%	6	0.5%	3	0.3%
Other/Unknown	89	8.1%	66	6.4%	56	4.8%	86	7.7%	74	6.7%	72	7.2%

*** New Cases include all cases that currently have eligible or interim status and also have an application data during the six month period that begins one month prior to the report period (e.g., December 1 - May 31 for the January - June report).

In Home Supportive Services Six-Month Update

New Cases***	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	#	%	#	%	#	%	#	%	#	%	#	%
Primary Language												
English	415	37.8%	356	34.6%	470	40.5%	456	41.0%	379	34.4%	329	32.9%
Cantonese	432	39.4%	401	39.0%	384	33.1%	347	31.2%	397	36.0%	370	37.0%
Russian	26	2.4%	37	3.6%	48	4.1%	52	4.7%	49	4.4%	52	5.2%
Spanish	75	6.8%	80	7.8%	82	7.1%	81	7.3%	91	8.3%	66	6.6%
Mandarin	34	3.1%	36	3.5%	56	4.8%	43	3.9%	37	3.4%	42	4.2%
Tagalog	43	3.9%	51	5.0%	43	3.7%	40	3.6%	44	4.0%	48	4.8%
Vietnamese	22	2.0%	28	2.7%	26	2.2%	36	3.2%	38	3.4%	26	2.6%
All Other	50	4.6%	40	3.9%	51	4.4%	58	5.2%	67	6.1%	67	6.7%
Zip Code/Neighborhood												
94102 Hayes Valley/Tenderloin/N. of Market	155	14.1%	120	11.7%	149	12.8%	140	12.6%	133	12.1%	109	10.9%
94103 South of Market	91	8.3%	97	9.4%	115	9.9%	112	10.1%	104	9.4%	88	8.8%
94107 Potrero Hill	21	1.9%	39	3.8%	27	2.3%	16	1.4%	31	2.8%	26	2.6%
94108 Chinatown	42	3.8%	55	5.3%	47	4.1%	31	2.8%	38	3.4%	32	3.2%
94109 Polk/Russian Hill	84	7.7%	76	7.4%	98	8.4%	91	8.2%	80	7.3%	64	6.4%
94110 Inner Mission/Bernal Heights	57	5.2%	69	6.7%	62	5.3%	66	5.9%	68	6.2%	52	5.2%
94112 Ingleside/Excelsior/Outer Mission	119	10.8%	109	10.6%	110	9.5%	125	11.2%	108	9.8%	113	11.3%
94115 Western Addition/Japantown	45	4.1%	30	2.9%	52	4.5%	47	4.2%	54	4.9%	50	5.0%
94116 Parkside	38	3.5%	35	3.4%	29	2.5%	35	3.1%	47	4.3%	42	4.2%
94118 Inner Richmond	0	0.0%	0	0.0%	29	2.5%	30	2.7%	31	2.8%	30	3.0%
94121 Outer Richmond	36	3.3%	24	2.3%	51	4.4%	32	2.9%	49	4.4%	40	4.0%
94122 Sunset	33	3.0%	27	2.6%	54	4.7%	55	4.9%	36	3.3%	47	4.7%
94124 Bayview/Hunters Point	47	4.3%	37	3.6%	91	7.8%	92	8.3%	86	7.8%	82	8.2%
94132 Lake Merced/Stonestown	84	7.7%	80	7.8%	14	1.2%	23	2.1%	27	2.5%	33	3.3%
94133 North Beach/Chinatown	16	1.5%	22	2.1%	74	6.4%	48	4.3%	53	4.8%	49	4.9%
94134 Visitacion Valley/Sunnydale	80	7.3%	53	5.2%	84	7.2%	84	7.5%	68	6.2%	73	7.3%
Others	66	6.0%	88	8.6%	74	6.4%	86	7.7%	89	8.1%	70	7.0%

*** New Cases include all cases that currently have eligible or interim status and also have an application data during the six month period that begins one month prior to the report period (e.g., December 1 - May 31 for the January - June report).

In Home Supportive Services Six-Month Update

Services for Active Caseload	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized
Domestic Services (D&R)	98%	0.82	99%	0.83	94%	0.86	94%	0.86	94%	0.86	94%	0.86
Routine Laundry (D&R)	98%	1.62	99%	1.63	95%	1.72	95%	1.73	95%	1.75	94%	1.75
Grocery Shopping (D&R)	97%	0.64	98%	0.64	89%	0.70	89%	0.70	89%	0.70	89%	0.70
Errands & Other Shopping (D&R)	97%	0.64	98%	0.65	94%	0.69	94%	0.70	94%	0.72	93%	0.73
Meal Clean Up (D&R)	97%	2.06	98%	2.07	88%	2.28	88%	2.29	88%	2.30	88%	2.30
Preparation of Meals (D&R)	97%	4.74	98%	4.78	88%	5.28	88%	5.33	88%	5.35	88%	5.36
Accompaniment to Medical Appointment (D&R)	94%	0.88	95%	0.88	90%	0.96	90%	0.99	90%	1.01	89%	1.03
Bathing, Oral Hygiene, Grooming	88%	2.54	89%	2.55	89%	2.56	89%	2.59	89%	2.61	89%	2.62
Dressing	75%	1.65	76%	1.65	77%	1.65	77%	1.66	78%	1.67	79%	1.67
Prosthesis Assistance	75%	0.84	77%	0.83	76%	0.83	77%	0.82	78%	0.82	77%	0.82
Ambulation	68%	2.01	70%	2.02	70%	2.04	70%	2.06	71%	2.08	73%	2.07
Moving In/Out of Bed	57%	1.41	59%	1.40	60%	1.40	61%	1.41	62%	1.42	63%	1.41
Bowel & Bladder Care	52%	2.66	54%	2.65	54%	2.67	55%	2.69	55%	2.72	57%	2.72
Repositioning/Rubbing	50%	1.81	52%	1.81	52%	1.82	54%	1.82	54%	1.83	54%	1.86
Feeding	28%	2.78	29%	2.79	28%	2.83	28%	2.82	28%	2.85	28%	2.87
Routine Bed Baths	9%	1.73	9%	1.71	9%	1.71	9%	1.70	9%	1.72	8%	1.75
Paramedical Services	6%	3.72	7%	3.72	6%	3.88	7%	3.92	7%	3.79	7%	3.89
Respiration	4%	1.23	5%	1.24	4%	1.22	4%	1.16	4%	1.17	5%	1.17
Protective Supervision	2%	35.95	2%	36.03	2%	36.64	2%	36.63	2%	36.68	2%	36.78
Menstrual Care	2%	0.67	2%	0.66	1%	0.64	2%	0.64	2%	0.63	2%	0.62
Accompaniment to Alternative Resources (D&R)	1%	2.25	1%	2.25	1%	2.36	1%	2.42	1%	2.30	1%	2.38
Heavy Cleaning	0%	13.81	0%	3.99	0%	16.25	0%	4.40	0%	14.61	0%	0.00
Total Weekly Authorized Hours	485,197		491,863		494,288		501,256		507,353		513,151	
Average Weekly Hours per Recipient	21.6		22.1		22.2		22.4		22.6		22.8	
Total Weekly Auth Domestic & Related Hours	248,455		250,973		251,125		254,158		256,461		257,797	

D&R = Domestic & Related services

Average hours = Weekly hours authorized for service

In Home Supportive Services Six-Month Update

Independent Providers	Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Dec-17	
	#	%	#	%	#	%	#	%	#	%	#	%
Total Providers with an Active Consumer	19,555		19,359		19,739		20,050		20,207		20,608	
Change from previous six months	174	0.9%	(196)	-1.0%	380	1.9%	311	1.6%	157	0.8%	401	1.9%
Change from previous year	(2,058)	-10.5%	(22)	-0.1%	184	0.9%	691	3.4%	468	2.3%	558	2.7%
Newly Enrolled Providers	2,077		1,849		1,579		1,546		1,413		1,281	
Providers with at least one relative consumer	12,087	61.8%	12,019	62.1%	12,182	61.7%	12,364	61.7%	12,440	61.6%	12,615	61.2%
Providers serving more than one consumer	3,565	18.2%	3,388	17.5%	3,419	17.3%	3,415	17.0%	3,434	17.0%	3,471	16.8%
Relationship to Consumer (providers may have more than one consumer)												
Relative - Spouse	507	2.6%	518	2.7%	542	2.7%	556	2.8%	549	2.7%	565	2.7%
Relative - Parent	892	4.6%	890	4.6%	892	4.5%	909	4.5%	908	4.5%	938	4.6%
Relative - Child	7,466	38.2%	7,452	38.5%	7,581	38.4%	7,713	38.5%	7,775	38.5%	7,932	38.5%
Relative - Other	3,531	18.1%	3,445	17.8%	3,430	17.4%	3,458	17.2%	3,478	17.2%	3,457	16.8%
Non-Relative - Friend	1,362	7.0%	1,295	6.7%	1,314	6.7%	1,355	6.8%	1,327	6.6%	1,302	6.3%
Non-Relative - Neighbor	41	0.2%	36	0.2%	43	0.2%	40	0.2%	46	0.2%	45	0.2%
Non-Relative - Landlord	0	0.0%	0	0.0%	1	0.0%	1	0.0%	1	0.0%	1	0.0%
Non-Relative - Housemate	31	0.2%	31	0.2%	32	0.2%	28	0.1%	29	0.1%	27	0.1%
Non-Relative - Live-in Provider	15	0.1%	17	0.1%	14	0.1%	14	0.1%	16	0.1%	15	0.1%
Non-Relative - Home Health Agency	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Non-Relative - Other Business	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Non-Relative - Other	7,015	35.9%	6,921	35.8%	7,118	36.1%	7,190	35.9%	7,297	36.1%	7,547	36.6%
Ethnicity (providers with more than one consumer may have list more than one ethnicity)												
Chinese	6,270	32%	6,070	31%	5,844	30%	5,783	29%	5,650	28%	5,493	27%
Caucasian	2,947	15%	2,838	15%	2,761	14%	2,680	13%	2,642	13%	2,605	13%
African American	1,144	6%	1,090	6%	1,090	6%	1,082	5%	1,068	5%	1,061	5%
Latino	1,114	6%	1,061	5%	1,077	5%	1,067	5%	1,036	5%	998	5%
Filipino	687	4%	639	3%	635	3%	602	3%	578	3%	542	3%
Vietnamese	302	2%	286	1%	110	1%	109	1%	112	1%	111	1%
Korean	119	1%	110	1%	280	1%	279	1%	275	1%	273	1%
Cambodian	18	0%	20	0%	16	0%	18	0%	18	0%	16	0%
Other/Unknown	6,954	36%	7,245	37%	7,926	40%	8,430	42%	8,828	44%	9,509	46%

^January 2015 provider data used due to concerns with the December 2014 provider-consumer relationship data.